

Reduction-in-Force: Resources for affected employees

Change can be fun and exciting when it is your choice. It can be something else altogether when it's not. Over the next several months, many DSHS positions will be identified for Reduction-in-Force (RIF). For those employees with seniority, this may mean "bumping" another employee.

A bump occurs when a more senior employee accepts an "option" to a position held by an employee who has less seniority. This creates a ripple effect, because the employees who are bumped go through the same RIF process. In some cases, the end result may be no "options" for the employee and losing their state position.

Although several hundred positions will be eliminated, the actual number of employees who will be affected by this reduction will not be known for months because of the ripple effect. Randi Burk, DSHS RIF coordinator, has responsibility for administering the RIF process in DSHS.

The last major RIF that occurred in DSHS was in 1993/94 when 1,296 employees were affected.

The current RIF is the result of a downturn in the national and state economy as well as several citizen initiatives that left the state with a \$1.25 billion budget shortfall for the remainder of the biennium.

After a difficult session, Legislators and the Governor agreed upon a budget that reduces DSHS funding for fiscal year 2003 more than \$200 million.

And there will not be any improvement in our revenue picture in the near future, according to Secretary Dennis Braddock. In order to take steps now that will help the department avoid harder choices next biennium, the Secretary directed executive management to implement efficiencies to achieve reductions of more than 10 percent in central administrative expenditures.

So, what can you do as an employee who knows that you will be RIF'd or are concerned you might be RIF'd or bumped?

"There are many resources for our employees to turn to during this time," said Burk. One is to become knowledgeable about the process (see side box for resource tips).

Burk added, "RIF can be a stressful time. However, while conducting RIF orientations, employees have stated that they have been RIF'd and the process resulted in a positive experience by affording them career paths they may not have had otherwise."

Employees will receive written notice if impacted by RIF. HRD staff make RIFs a high priority, so employees will receive one-on-one assistance and consultation from their as-

THE RULES

The rules governing the RIF process for Washington General Service (WGS) and Washington Management Service (WMS) are different.

- For WGS employees, WAC 356-30-330 provides the basis for administering RIFs. The DSHS Personnel Policy 534 provides the department procedures for implementing WGS RIFs.
- For WMS employees, WAC 356-56-550, WAC 356-30-330, and Personnel Policy 534 provides the basis for administering RIFs.

signed Human Resource manager or consultant.

RIF RESOURCES:

- The Human Resource Division has an orientation video that explains the WGS RIF process. Managers can request a copy of this video from their assigned Human Resource manager or consultant.

- The RIF coordinator and assigned HRM are available to present a RIF orientation and discuss the process and available resources.

- Employees should update their resumes and state job applications, because they will be used when searching for "options." They will also be used if the employee requests placement on the RIF register or is referred to positions from the RIF Transition Pool (RTP).

- Check with your Human Resource consultant assistant to make sure your seniority date is correct. A correct seniority date is very important when determining RIF rights.

- The Human Resource Division has prepared flyers that explain the RIF process; one

(Continued on page 5)

Inside

Secretary Braddock talks about excellent employees and challenges 2

NewsConnections going bimonthly 2

Diversity is focus of classes for DCFS in Seattle South 4

Budget wrap-up -- a summary of Legislative decisions 4

Western State Hospital honors volunteers for valuable contributions to people with mental illness 6

DSHS designated as lead state agency for Olmstead planning in Washington

In June 1999, the Supreme Court ruled in the Olmstead Decision that, under Title II of the American Disabilities Act (ADA), states must place persons with disabilities in community settings rather than in institutions whenever:

- The state's treatment professionals determine it's appropriate;
- The individual doesn't oppose it; and
- The placement can be reasonably accommodated, taking into account the resources available to the state and the needs of others with disabilities.

The Court suggested that states demonstrate compliance with the ADA by showing that they have comprehensive and effective plans for placing qualified individuals with disabilities in less restrictive settings and waiting lists that move at a reasonable pace not controlled by the state's endeavors to keep its institutions fully populated.

On March 27, 2000, Gov. Gary Locke designated DSHS as the lead state agency for Olmstead planning in Washington State.

(Continued on page 5)

Secretary's
CORNER

by Dennis Braddock

Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Dennis Braddock, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail BraddD@dshs.wa.gov



This is a significant time for DSHS, our employees, and our thousands of community partners. In every region of the state, hundreds of DSHS employees are being recognized this month for excellence in serving clients, the public and the department. At the same time, we're fully engaged in developing the business strategies that will guide us successfully through the next two years — a time when state government, including DSHS, will be challenged to deliver high-quality core services with diminished resources.

This year, the employee recognition teams have adopted the theme: "Excellence Is Within Each of Us." I wholeheartedly agree. Since joining DSHS in July 2000, I have visited more than 30 local offices and institutions — in every DSHS administrative region and in all but a few of Washington's 39 counties. I've personally met and talked with hundreds of DSHS employees, and I've had the privilege of recognizing the outstanding performances of hundreds more. I've met with our service delivery partners, community leaders, and news media in every region of Washington.

I am continuing my visits to local offices across the state, but my travels so far have underscored certain truths: that DSHS employees are highly skilled, highly capable, highly committed people who make a difference, every day, in people's lives. From my personal experiences, and from the people I speak with across the state, I can speak to the "excellence that is within each of us." DSHS isn't alone, of course, in delivering human services to Washington residents. Seventy percent of the DSHS budget goes to individuals and local enterprises that help serve our 1.3 million clients. The department's employees magnify the efforts of tens of thousands of human service professionals in the private sector and in local governments. Together, DSHS and our partners represent the values such as taking care of each other. We represent values of Washington — simple values such as social justice — the belief that everybody deserves an opportunity to share in the American dream, regardless of station in life and regardless of the disabilities that some people must overcome.

In recent years, the public has chosen to reduce the role of government. People want lower taxes and less government intrusion into their lives. But at the same time, the demand for health and human services is growing because of change in the structure of our families, our economy and our health care systems. These changes in public expectation make it all the more imperative that we succeed in building deeper, stronger community partnerships to help clients; in further streamlining our operations and systems to deliver quality core services; in identifying those services that we can no longer afford; and in delivering on the promise of the umbrella agency — integrating services and reducing the bureaucracy. I believe we will succeed in spite of the obstacles, because DSHS people are the right people to meet the challenges we face.

Dennis Braddock

Editor's note: Carla Wood is a financial services specialist with the Bellingham Home and Community Services Office. Pam Lambeth is the financial services supervisor for Region 3.

Dear Ms. Lambeth,

I am writing to express my gratitude, and the appreciation of my entire family, for the outstanding service offered to us by Ms. Carla Wood. My grandmother recently became quite ill, and had to go onto Medicaid to obtain coverage for her care needs. Knowing precisely zero about Medicaid or how one went about applying for it, I walked into Ms. Wood's office and began asking questions. To be honest, I was expecting obfuscation and an unresponsive bureaucracy. Instead, I got Ms. Wood, who truly exemplifies the "service" part of the term "public servant."

Litigation News

By Bernie Friedman, J.D.
Special Assistant to the Secretary
for Loss Prevention and Risk Management

I am not the first to tell you these are tough times for state government, not only in Washington, but nationwide. We not only have to deal with these times of great personal uncertainty, we also have fewer resources to do our jobs. I deeply dislike the usual clichés that seem to sprout in times of want. You may hear people say we have to do more with less. You won't hear Secretary Braddock say that, however. He candidly says we will be doing less with less. Good for him. You might also hear people say we have to work smarter. I have never accepted that particular insult warmly. Does that mean I have been working stupidly all this time? I don't have any clichés for you. My job is loss prevention and risk management. I know everybody has more to do than can be

While the forms and procedures for getting my grandmother covered were extensive and complex, I was guided through the process by Ms. Wood, who offered her assistance with clarity, good humor and grace. So often, the people with whom we must deal when working with governmental organizations seem uncaring... This was not the case with Ms. Wood. Throughout, I felt that she was as concerned for my grandmother as I was, and that she was doing everything she could to ensure that my grandmother got the care she needed quickly, and with as few hurdles as possible... The result of her assistance was that I was able to place my grandmother into [a] long-term care facility, which offered outstanding service, and to place my grandfather in the Assisted Living wing of [the facility] so that the two of them could be together much of the time. I was informed that

done in a reasonable amount of time. One thing I would request is this: look at what you do day in and day out and attempt to identify the things that, if done incorrectly or with insufficient attention, could result in the most harm to clients. Some things are just more important than others in preventing and addressing harm or the risk of harm. Those are the things that need to pop to the top of our To-Do lists. If other things don't get done, we will just have to live with that. The first priority for all of us has to be preventing harm and removing clients from situations in which harm is occurring. The paperwork can wait.

Contact Bernie Friedman at (360) 902-7860 or e-mail at friedbh@dshs.wa.gov to discuss loss prevention or risk management.

Reduced editions of NewsConnections

Eight months ago we introduced *Inside DSHS*, the new weekly online employee newsletter. It has been very well received by you, the reader. As we all look for ways to find savings during these difficult economic times, *NewsConnection* will be published bimonthly rather than monthly. Please continue to send your comments and article suggestions to the editor, Irenne Hopman, at e-mail ihopman@dshs.wa.gov or by mail at Communications Division, P.O. Box 45110, Olympia WA 98506.

to have two beds in different wings at such a facility open at once is extremely rare. The fact that we were done with the Medicaid application and therefore ready for my grandmother to move in and begin receiving care was largely due to Ms. Wood's efforts. Ms. Wood was of great assistance to us at a very difficult time for my family, and we wish that she be recognized for her outstanding service. Thank you very much, Hugh Everett

Diversity Calendar

The NewsConnection features special dates, provided by the Division of Access and Equal Opportunity. If you have a special date you would like included in the next calendar, e-mail Patte King at Kingpl@dshs.wa.gov. Not all dates can be included due to length constraints.

May

NATIONAL ASIAN/PACIFIC HERITAGE MONTH

1 Celtic Traditional First Day of Summer/International Labor Day
2 Holocaust Memorial Day
3 Japan & Poland Constitution Day
5 Mexico: Battle of Puebla/Cinco de Mayo
10 Israel Independence Day
12 U.S.: Mother's Day
18 U.S.: Armed Forces Day
20 Canada: Victoria Day
24 Eritrea: National Day
25 Argentina: National Day
27 U.S.: Memorial Day

June

GAY & LESBIAN PRIDE MONTH

2 Native Americans granted U.S. citizenship in 1924
5 World Environment Day
6 Samoa & Western Samoa: Independence Day
Kenya: Independence Day
Sweden: National Day
11 Hawaii: King Kamehameha Day
12 Russia: Independence Day
Philippines Independence Day
Anne Frank's Birthday
14 U.S.: Flag Day
15 Magna Carta Day
16 U.S.: Father's Day
19 U.S.: Juneteenth (freeing of slaves in Texas, 1865)
21 Summer Solstice
25 Gay Pride Day
27 Helen Keller's Birthday
28 Stonewall Rebellion - Gay/Lesbian Movement
30 Zaire: Independence Day



Making meaningful changes by using quality approach

These three DSHS quality teams featured in the most recent Blue Book published by the Governor’s Office show that by using quality principles and approaches, they are making a difference in improving how we deliver services to our clients across the state.

REDUCING PAPERWORK WHILE INCREASING DATA ACCURACY

The Division of Developmental Disabilities’ Region 4 State Operated Living Alternatives (SOLA) program needed to improve data collection and client documentation.

The support staff for developmentally disabled clients were faced with numerous ambiguous forms. Client documentation was redundant and cumbersome. This contributed to inaccurate data, missing data, negative residential evaluations, poor communication between staff and prevented optimal client support. A Quality Improvement team was chartered to analyze and improve the process.

The QI team standardized the forms and streamlined the process. By combining essential information and eliminating obsolete information they were able to consolidate as many as six forms into one. They provided more space on the forms and inserted visual cues for data collection frequency and level of detail prompts.

They established program-wide procedures and implemented training. This has enabled support staff to efficiently collect and transfer accurate data. They can now efficiently support the client in their growth towards meeting their goals.

Results

- Increased accuracy of the data by standardizing the format.
- Increased efficiency by saving 504 staff hours per year. Staff is not required to record the same information in multiple locations.
- Reduced six different documentation/data collection forms into one.
- Reduced waste by saving paper, approximately 1,500 sheets per year.
- Increased communication between staff at shift change and/or when staff is transferred. Documentation is clear and easy to understand.

Team members: Gayle Turner, Nancy Hammil, Cheryl Leonard, Cindy Krassault, Tom Brown, Kellie Derum

Contact: Gayle Turner, (206) 985-3731

IMPROVING UP-FRONT SERVICES IN PACSO CSO

People coming into the Pasco Community Services Office to see their financial worker or complete a form were required to take a number or stand in line to first see a receptionist. The average wait time under this system was 74 minutes.

The team identified a number of changes aimed at streamlining the waiting time and improve customer service. Experienced financial workers were placed in the reception area to answer questions and provide information, walk-in hours were expanded, a self-service form’s area was created that allowed customers to access needed forms without seeing a worker, and a greeter is now in the lobby area directing customer flow.

In addition, the reception area received a new coat of paint, a mural was painted by a local teacher, and a children’s play area was established.

Results

- Customer wait time was reduced from an average of 73 minutes to four minutes.
- According to a recent employee survey, over 85 percent of staff feel that the number of walk-in clients needing to see their worker has been significantly reduced, and 63 percent of the staff feel they have more time to complete their work.
- Changes resulted in a total annual savings of 7,904 hours of staff time.
- No client complaints regarding wait times at the office.
- Staff have more time to focus on eligibility and process applications, contributing to the office’s improved food stamp accuracy rate (from 92 percent to 100 percent currently) and reduced application processing times.

Team members: Dan Pruiett, Kim Sanchez, Laurie Pofahl, Nelda Alaniz, Kathryn Lowell, Javier Ruiz

Contact: Dan Pruiett, (509) 545-5563

ASSURING TIMELY AND ACCURATE RESPONSES TO PUBLIC DISCLOSURE REQUESTS

Each week, DSHS gets hundreds of public disclosure requests for information about its clients and services. Short timeframes, potential monetary penalties for privacy violations and non-compliance, and state public disclosure laws make it critical that agency employees respond to these requests promptly and accurately.

This fall, the Economic Services Administration developed and delivered (with assistance from the Attorney General’s Office and the DSHS Public Disclosure Officer) the first comprehensive DSHS training targeted to employees tasked with responding to public disclosure requests.

Of the 210 training evaluations completed, over 90 percent of respondents reported that the training was excellent and gave them the information and tools they needed to assure timely, accurate responses to public disclosure requests.

Results

- Fourteen training sessions were delivered throughout the state and attended by over 225 employees.
- Over 90 percent of those who evaluated the training reported that the training gave them the information and tools needed to effectively respond to public disclosure requests.
- Greater compliance with public disclosure mandates to limit agency liability risk.

Team members: Sydney Martin Doré, Kristal Wiitala Knutson, Nancy Koptur, B.J. Bailey, Leslie Edwards-Hill, Rena Milare, Leslie Birnbaum

Contact: Sydney Martin Doré, (360) 413-3290

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Alice Liou, internal quality consultant, at (360) 902-7783 or e-mail at LiouAH@dshs.wa.gov.

DSHS budget update: Highlights from the 2002 Legislative Session and what’s next

By Barbara Felver, Budget Division

Session ended March 14 with mixed news for the DSHS budget. In the aggregate, the budget level remains pretty much the same, down \$18.5 million (all fund sources) from the original \$14.3 billion appropriation. However, \$142 million in program closures and downsizing efforts will be taking place between now and the end of the biennium to offset the costs of caseload increases, settlements, and increases in other areas (see chart).

Here’s the outcome to agency programs and employees.

EMPLOYEES

- Employees will go without cost of living increase in the next fiscal year. The previously considered 2.6 percent increase was adjusted, delayed, and ultimately removed from the final budget bill.
 - Employees will also contribute more toward the cost of their health care. The average premium contribution rate will increase from 10 percent to 12.6 percent on July 1.
- For employees covered by managed care plans, doctor’s office co-pays will increase from \$10 to

- \$15. For those covered by Uniform Medical Plan, the employees’ share will be 15 percent, up from the previous 10 percent. The Health Care Authority has also been directed to implement strategies to reduce the cost of prescriptions drugs by 10 percent.
- About 400 positions will be eliminated from the agency across programs, some due to program closures, and others through administrative efficiencies and consolidations.
 - The Mental Health Division will lose 74 FTEs, and Juvenile Rehabilitation 142 FTEs. The Division of Alcohol and Substance Abuse and Division of Vocational Rehabilitation are taking FTE reductions to meet budget targets. Staff reductions will also be evident in Children’s Administration, Developmental Disabilities, and Central Administration.
- PROGRAM CLOSURES/DOWNSIZING EFFORTS**
- The three programs hit hardest by the biennial budget are:

- 1) Mental Health, which will be closing the PALS Unit at Western State Hospital and downsizing institutional services at Eastern State Hospital; 2) Juvenile Rehabilitation, which will be restructuring parole and – on July 1 – closing its Mission Creek facility and a 64-bed cottage at Maple Lane; and 3) Alcohol and Substance Abuse, which will be limiting community treatment options.
- Medical Assistance will implement a rate reduction on purchased drugs for expected savings of about \$30 million.
 - Central Administration will undergo consolidation efforts, and is expected to reduce administrative overhead by at least 10 percent by biennium end.

PROVIDERS

- DSHS vendors will get an increase July 1, but instead of 2.3 percent, it will be 1.5 percent. Select providers will receive larger increases. On the average, physician-related service reimbursements will increase by 5 percent, and ambulance payment rates will increase by 25 percent – targeted to greatest need.
- The 25-cent home care worker wage increase was vetoed by the Governor, however, the 50-cent raise approved last year remains.

SETTLEMENTS

- Dollars have been set aside for the ARC lawsuit (Developmental Disabilities) and a hospital settlement (Medical Assistance), for a total of \$22.5 million.

What’s next for the DSHS budget?

Although the supplemental budget process is barely a memory, and implementation is yet to occur, the process of preparing the 2003-05 biennial budget is already well underway throughout the agency.

The Budget Division is now preparing “Spring Preview” levels – preliminary estimates of caseloads and costs for next biennium – that will allow the agency to size expectations for the next funding cycle.

Meanwhile, senior executives and program administrators are working closely with external groups and department employees to establish goals and direction for the next funding cycle.

This strategic planning process is an official part of the budget process and a critical key to the success of our operations. As the foundation of the budget building process, it should not be approached as “just another paper shuffling exercise.”

Throughout April and May, an agencywide look at division level plans will take place as an umbrella plan is prepared for the entire department. This will later become a part of the biennial budget submittal and a key tool for stakeholder communications.

So if you want to provide input about the future of the department and the level of services for our clients, now is the time to work within your administrations, bring options forward, and get involved in the process. We’ll not only have a better budget as a result, but a better agency and a better outcome for the people we serve.

Seattle South Children’s offers year-long diversity classes

As part of its effort to create a workforce that is culturally sensitive and competent, the management team of the Seattle South Division of Children and Family Services (DCFS) Office in Region 4, led by M.K. Deacon, has launched a series of diversity classes that will run the entire year. The first class started in January.

The classes are divided into six modules that cover the following topics: Understanding Culture, High and Low Context Culture, Cross-Cultural Communication, Prejudice & Racism, Models of Racial Identity Formation, and Gender & Sexual Orientation. Each module is offered several times to give all the staff the opportunity to take it.

The classes, which are mandatory for all social workers, clerical staff, and management, are not designed to answer all problems related to diversity. Rather, they are meant for those who are open enough to learn about differences and accept the right of people to be who they are.

Deacon put in succinctly in her e-mail to the entire staff by saying, “We want this to be an

experience where we all learn and also have a chance to dialog.”

Greg S. Castilla, who has a doctorate in multicultural studies from the University of Washington and was an adjunct faculty at Seattle University and Shoreline Community College before joining DCFS, designed the training program.

He also developed a reading manual to complement the learning process that takes place during the training.

“I enjoyed the class and enjoyed the purely cultural aspects. I know some wanted it more work-related, but I feel that life-related is important,” said Joan Neville, Intake Supervisor, describing her experience after taking the first module. Added Damon Gulick, a social worker in the Sex Abuse Unit, “First of all, I want to say you did the best Cross-Cultural Training I have been to.”

An office-wide cultural potluck is planned after all the office staff complete the first module.

For more information, contact Greg S. Castilla at e-mail cgre300@dsht.wa.gov.

Decreases and Adds (All Funds)		
Increases Driven by Caseload Demand and Workload Total = \$123.8 Million	Program Increases <ul style="list-style-type: none">• Vendor Rate Increases (Physical Ambulance)• Mental Health Services• Homeworker Wage Increase \$21.8 m Settlements <ul style="list-style-type: none">• ARC Lawsuit (\$14 Million)• Hospital Settlement (\$8.5 Million) \$22.5 m New Demand for Services <ul style="list-style-type: none">• Caseload Pressures• Hospital Settlement (\$8.5 Million) \$78.9 m	
Decreases Institutional Closures and Reductions Total = (\$142.3) Million	Institutional Closures, Downsizing, Non-implementation <ul style="list-style-type: none">• Mission Creek Youth Facility• Restructure Parole• Eastern Washington Mental Health• PALS Unit at Western State \$42.9 m Administrative and Program Efficiencies <ul style="list-style-type: none">• Hiring Freezes• Staff Reductions• Cost Recovery Assumptions \$36.4 m Medical Savings <ul style="list-style-type: none">• Average Wholesale Pricing• Interpreter Services \$20.6 m Move Clients to Other Agencies <ul style="list-style-type: none">• Basic Health Plan• Services to the Blind \$25.2 m Rate Reductions \$17.2 m	Net Decrease = (\$18.5) Million All Funds

Come give applause to your fellow colleagues at the annual Employee Recognition Celebrations

Once a year we take time to recognize and honor those employees and teams that did an outstanding job during the past year.

This year the Employee Recognition Program has undergone a few changes with the addition of several new categories. The award categories for recognition are: Brita Customer Service, Diversity, Individual Performance, Leadership, Partnership, Risk Taking, and Team Performance.

Come and share your congratulations with the award recipients at the regional Employee Celebrations scheduled across the state during May. Employees receiving recognition from the regional level are honored first. Then those selected for the highest honor, state level, are honored.

- Region 1** — May 10, 12 noon - 2 p.m.
Spokane Falls Community College
3410 West Fort George Wright Drive, Spokane
(invitation only)
Contact: Tera Wyatt, (509) 227-2841

Region 2 — May 16, 11:30 a.m. - 3 p.m.
Ellensburg Elks
5th and Main, Ellensburg
Contact: Yvonne Frailey, (509) 225-7988

Region 3 — May 27, 11 a.m. - 3:30 p.m.
CottonTree Inn,
2401 Riverside Drive, Mt. Vernon
Contact: Ira Stallsworth, (360) 658-6892
- Region 4** — May 8, 11:30 a.m. - 3 p.m.
Maplewoods Green Ballroom,
4050 Maple Valley Highway, Renton
(invitation only)
Contact: Susan Worthy, (206) 568-5613

Region 5 — May 2, 12:30 - 3:30 p.m.
Executive Inn Fife
5700 Pacific Highway East
Contact: Mary Beth Quinsey, (253) 983-6284

Region 6 — May 17, 11:30 a.m.
Little Creek Casino
91 W. Star Route 108, Shelton
Contact: Cheryl Flynn, (360) 413-3138

Region 7 (Headquarters)
May 24 — 1:30 - 3:30 p.m.
St. Martin's College Worthington Center
5300 Pacific Ave. SE, Lacey
Contact: Susan Gonzales, (360) 664-5881

Reduction-in-Force resources

(Continued from page 1)

- for managers and one for employees. These are available from your assigned Human Resource manager or consultant. Employees and managers may also access these through the HRD Web site at: <http://intra.dshs.wa.gov/ESD/opo/RIF%20Facts%20for%20Employees.htm> and <http://intra.dshs.wa.gov/ESD/opo/RIF%20Facts%20for%20Managers.htm>.
- Search the Department of Personnel's (DOP) job recruitment announcements for positions in other agencies. Not all agencies are experiencing staff reductions, i.e., Department of Corrections. The DOP Web site is <http://hr.dop.wa.gov>. The DOP Employment job line is (360) 664-6226 Olympia; (206) 720-3523 Seattle; and (509) 482-3685 Spokane.
 - Work your network of key people who can be of help as you search for job leads.
 - WorkSource has an excellent Web site at <http://work.wa.gov/>. Job listings can be searched for by occupation and location. Assistance in resume writing and career counseling is also available.
 - Check out the DOP Web site at <http://hr.dop.wa.gov/rif/> for information on the Career Services Program, the RIF Transition Pool, the Employee Advisory Service, and the RIF Transition Team.
 - If your position is identified for RIF, you should work with your assigned Human Resource manager or consultant for placement in the RIF Transition Pool. The Pool is a job placement service for merit

- system employees who find themselves involved in the RIF process or are at risk of being RIF'd. It is a service that provides additional exposure for RIF'd employees who desire to retain or regain employment with the state. WMS employees in permanent status are eligible for the Pool. Since the Pool was established in 1993, nearly 700 people have been hired into positions they might not have been eligible for otherwise. While the DSHS RIF coordinator is able to only look for other job options within DSHS, the RIF Transition Pool allows affected employees to be referred for a wide range of state jobs at any state agency.
- If you become so anxious that you have a hard time doing your job, the Employee Advisory Service can be helpful. This program has professionals who provide assessment and referral services to state employees and family members for all types of personal problems. They can be contacted through their Web site at: <http://hr.dop.wa.gov/eas/easlist.html>.
- The Department of Personnel is conducting an informational session on May 28 for employees affected by a RIF. This session will be at DOP, 600 South Franklin, Olympia. It will include other agencies, such as the Department of Retirement Systems, Deferred Compensation, the Employment Security Department, the State Library and the Health Care Authority.
- For more information on the sessions, contact Teresa Dillon, DOP, (360) 664-6201.

Eight DSHS managers honored by Gov. Locke for their leadership

- Gov. Gary Locke recently honored eight DSHS managers for their nomination in the 2002 Governor's Distinguished Management Leadership Award. The managers were recognized at a reception in the Legislative Building in Olympia.
- Each year the Governor recognizes state managers in two categories:
- Distinguished managers for their outstanding leadership in providing quality service to the public, and
 - Sustaining managers who have provided long-standing "sustaining" leadership.

- The DSHS nominees for Distinguished Manager Award are:**
- Robin Cummings, director, Division of Community Programs, Juvenile Rehabilitation Administration
 - Tamara Erickson, chief, Office of Federal Funding, Children's Administration
 - Linda Tullis, Region 5 regional business manager, Community Services Division

- Patrick White, manager, Medical Assistance Customer Service Center, Medical Assistance Administration
 - Dave Workman, director, Division of Communications and Strategic Partnerships
- The DSHS nominees for Sustaining Manager Award are:**
- Doug Allen, chief, Office of Policy, Planning, and Legislative Relations, Division of Alcohol and Substance Abuse
 - Asha Singh, superintendent, Fircrest School, Division of Developmental Disabilities
 - Harold Wilson, chief executive officer, Eastern State Hospital

Secretary Dennis Braddock said, "In my 20 months with DSHS I've come to appreciate the caliber, dedication, and integrity of the staff and managers of this agency. I believe these nominations represent leadership at its best in state government.

Olmstead emphasizes community living for people with developmental disabilities

(Continued from page 1)

- DSHS has been emphasizing community placement since 1990. To continue these efforts, the Olmstead Workgroup was formed and it was decided that an ongoing comprehensive planning cycle would be an effective way to ensure that persons with disabilities are served in the most integrated setting appropriate.
- As a result of the FY 2001-2003 Biennial Budget for Olmstead activities, DSHS is implementing the following: qualified people with developmental disabilities and nursing home residents are moving from institutions to more integrated community settings, and people who are appropriate for community living are leaving psychiatric hospitals.

- All DSHS administrations are represented on the Olmstead Workgroup, and staff are actively involved in projects and initiatives as diverse as housing, transportation, employment, education and training, and many other areas that ensure that persons with disabilities can achieve community living.
- A full-time Olmstead coordinator works with the Disability Initiative Advisory Committee (DIAC), the Olmstead Workgroup, individuals and community groups, and multiple state and local agencies to ensure that the Olmstead plan continues to be developed and implemented. Phase Three planning is currently underway.
- President Bush's New Freedom Initiative promotes full access to community living through implementation of the Olmstead Supreme Court decision. A report called, "Delivering on the Promise," identifies actions to remove barriers and promote community

- integration on the part of federal agencies. The report can be accessed at <http://www.hhs.gov/newfreedom/presidentrpt.html> on the Internet.
- For more information about the Olmstead Plan, who represents your administration on the Workgroup, or any of the activities currently underway in housing and other areas, contact Cathy Cochran, Olmstead Coordinator, at (360) 902-8271, or e-mail cochrca@dshs.wa.gov.

Facts about Olmstead

- The Olmstead Supreme Court Decision is the legal and factual basis for the President's New Freedom Initiative promoting full access to community living for persons with disabilities.
- The Disability Initiative Advisory Committee (DIAC) is the conduit for public input, along with actively working as advisors on Olmstead planning.
- The Office of Community Development, HUD, and local housing authorities are resources to maximize opportunities for accessible and affordable housing for Olmstead planning.
- Independence for Americans with disabilities includes working with efforts such as the Ticket to Work and Work Incentives Improvement Act of 1999.

- Agency Council on Coordinated Transportation (ACCT) is participating in Olmstead planning to address community transportation needs.
- The Department of Veterans Affairs is working on behalf of veterans with disabilities by actively participating in Washington's Olmstead planning.
- Today, there are more than 54 million Americans living with a disability, representing a full 20 percent of the U.S. population.

Volunteers donate thousands of hours at Western State Hospital

Throughout DSHS volunteers provide a valuable contribution of their time and compassion. One place that receives hundreds, even thousands, of hours of volunteer time is Western State Hospital in Lakewood, home to over 1,000 people with mental illness.

The hospital recently honored several individuals and groups for their lifetime commitment to the patients. On April 25, four volunteers received award pins in recognition of their individual commitment to Western State Hospital.

- Doug Willis, a volunteer in the Library, received a Western State Hospital Volunteer pin for over 500 hours of service.
- Marie Boitano, a volunteer in the Center for Forensic Services and the Library, received a pin for over 1,000 hours.
- Russell Heglund, a volunteer in the Carpenter Shop, was honored for over 2,500 hours of service.
- And George Crombie, a volunteer who plays the accordion for patients in the Geriopsychiatric-Medical Units and the Adult Psychiatric Units, was honored for his 4,500 hours of service.

In recognition of their continuous service to Western State Hospital, five volunteer groups received engraved wooden plaques. These groups are: The Gideons International, The Humane Society of Tacoma-Pierce County, Sumner High School Psychology Club, the Veterans of Foreign Wars Auxiliaries, and W.W.W.P. Women’s Group.

One individual and 17 businesses, corporations, groups, and organizations received Certificates of Appreciation for their service given both directly and indirectly to the patients at Western State Hospital.

They include the following: Bob Seibel; Angela’s Attic; Aurora Circle Luther Memorial Church; Brinnon Veterans of Foreign Wars (VFW) Auxiliary #10706; Catholic Daughters of the Americas #977; Concerned Church Women of Tacoma; General James Doolittle VFW Post #3057; Ira L. Cater VFW Auxiliary #318; Little Church on the Prairie; Milgard Manufacturing, Inc.; Military Order of the Cooties; Military Order of the Cooties Auxiliary; The National Federation of Grandmothers, Tacoma Chapter #65; The Rotary Club of Lakewood; Seniors on Stage; Unique Boutique; Veterans of Foreign Wars; and Windermere Real Estate/Capitol Hill.
